

Data Sheet

# Virtustream Trust

# Choosing a cloud provider for mission-critical applications is all about trust.

Enterprises and public sector organizations want to know their applications will be secure, meet regulatory compliance requirements, perform, and deliver to required service levels. In today's complex environment, it's also important that cloud providers keep data private and be transparent in their operations. Virtustream cloud operations, migration and management services, security and compliance programs, data privacy practices, and service quality are all designed to sustain the trust Virtustream has built around the world.

## The 5 Tenets of Virtustream Trust

Virtustream has built its reputation on 5 fundamental guiding principles:

### Security

Virtustream's security foundation is built on the CIA Triad model, protecting the Confidentiality, Integrity, and Availability of its assets. Virtustream's top-down approach, starting from the senior executive leadership, entails in-depth, extensive due diligence in all aspects of our defense-in-depth security posture. Virtustream's people, processes, and technologies strive for trust, transparency, dependability, scalability, accountability, auditability, innovation, and automation.

Virtustream's IaaS cloud services employ industry-leading security capabilities to ensure perimeter defense, network security, host security, system hardening, tenant isolation, security development lifecycle, data privacy, and data protection while enforcing strict administrative, physical, and technical controls.

Key areas addressed by Virtustream security capabilities include:

- **Responsibility Model:** The Virtustream shared responsibility model clearly articulates which controls Virtustream implements and which controls a customer must implement to achieve compliance.
- **Host and Network Security:** Virtustream offers a comprehensive set of host and network level security options that help protect an organizations' data.

- **Data Protection:** Virtustream views data protection as a critical capability to ensure enterprises have the data integrity, resiliency, and availability they require for their most important business applications and data.
- **Configuration, Hardening, and Vulnerability Management:** Virtustream focuses on consistency in infrastructure configurations, enhancements to meet industry and regulatory needs, and proactive measures to identify and remediate vulnerabilities to ensure systems are secure.
- **Identity Management and Access Control:** Identity management and strong access controls are critical to preserving the integrity of cloud services. Through two-factor authentication, firewall rules based on IP addresses, user roles, and a secure portal, Virtustream helps prevent unauthorized access.
- **Security Logging and Monitoring:** Virtustream monitors security logs to ensure that threats to systems and data remain just that, threats, and don't become incidents. Virtustream's Security Intelligence Operations Center (SIOC) has 24x7x365 on-call support and the tools needed to provide a comprehensive security and compliance posture via an extensive suite of reports.
- **Security Development Lifecycle (SDL):** Virtustream employs an SDL process to reduce the number of vulnerabilities and provide a highly trusted cloud platform. As the threat landscape changes, Virtustream makes SDL changes to keep pace with increased technological and attacker sophistication.
- **Policy, Governance, and Risk:** When it comes to information security, business continuity, and risk, the Virtustream Governance, Risk, and Compliance (GRC) team is dedicated to continually improving the management system that governs Virtustream operations and protects an organization's data.

### Compliance

Cloud-delivered systems must be compliant with both regulatory standards, which encompasses global, regional, and industry-specific regulations, as well as obligations specified in service agreements. That's why all Virtustream services have the appropriate certifications and attestations, while assuring technical data center personnel are government security cleared.

**Virtustream cloud services certifications, attestations, frameworks, standards, and laws addressed include:**

Certifications/Attestations	Laws/Privacy/Regulations	Frameworks/Standards
<ul style="list-style-type: none"> <li>• CJIS</li> <li>• CISPE</li> <li>• DoD SRG</li> <li>• FedRAMP</li> <li>• ISO 27001</li> <li>• ISO 22301</li> <li>• ISO 9001</li> <li>• PCI DSS</li> <li>• SOC 1, Type 2</li> <li>• SOC 2, Type 2</li> <li>• SOC 3</li> <li>• ASD (IRAP)</li> </ul>	<ul style="list-style-type: none"> <li>• HIPAA</li> <li>• HITECH</li> <li>• CUI</li> <li>• ITAR</li> <li>• EAR</li> <li>• GLBA</li> <li>• FISMA</li> <li>• GxP</li> </ul>	<ul style="list-style-type: none"> <li>• FIPS</li> <li>• DISA STIG</li> <li>• ISO 27000</li> <li>• NIST 800-53</li> <li>• NIST 800-171</li> </ul>

**Privacy**

Virtustream respects privacy and is committed to protecting personal information, including information collected, used, and disclosed from visitors to the Virtustream website as well as information processed on the behalf of Virtustream customers. Virtustream closely partners with Dell’s Global Privacy Office to protect the privacy of customers located around the world. Dell’s global privacy program is focused on ensuring the proper use and disclosure of customers’ personal data, including personal information subject to European Union (EU) data protection laws such as the General Data Protection Regulation (GDPR), as well as fostering a culture that values privacy through awareness. View the Virtustream Privacy Statement at: <https://www.virtustream.com/privacy>.

**Transparency**

Virtustream believes in transparency in communications to give customers confidence and to gain and sustain trust. Virtustream gives customers visibility into its cloud practices to provide a clear understanding about how customer data is handled, including how it is processed, stored, and secured, and who has permissions to access it. Additionally, Virtustream makes proof available to support claims and has established a forum for the sharing of information among peers and Virtustream leadership. As important, Virtustream abides by the Dell Technologies Code of Conduct which provides the guiding principles for Dell’s culture and values.

**Service Quality**

Trust involves the quality of service that Virtustream cloud services offer, including guaranteed availability levels, consistent high performance, reliability, professional and managed services, and unmatched customer service.

- **High Availability and Resiliency:** Virtustream Enterprise Cloud provides up to 99.999% (five nines) availability at the IaaS layer and up to 99.9% (three nines) availability at the operating system, database, and Basis layer for applications such as SAP. Virtustream Storage Cloud provides up to 99.999% (five nines) availability and 99.9999999999% (thirteen nines) of data durability, with single-source support when used with Dell EMC storage and data protection solutions.
- **Reliability:** Embedded disaster recovery comes standard with Virtustream Enterprise Cloud and it’s variants, which replicates compute and storage between primary and secondary geographically dispersed data centers. Virtustream customers can take advantage of the jointly engineered Dell EMC data protection and recovery solutions to move data from on-premises to Virtustream Storage Cloud.
- **Performance Assurance:** Virtustream provides performance assurance for application response times backed by service-levels for Tier 1 storage response times as low as 1000 milliseconds (ms).
- **Professional and Managed Services:** Virtustream professional cloud planning, onboarding, and migration services speed time to value. Additionally, Virtustream Managed Services provides a fully-managed white glove experience up to the operating system, database, and Basis layer.

**About Virtustream**

Virtustream, a Dell Technologies Business, is the enterprise-class cloud service and software provider trusted by enterprises worldwide to migrate and run their mission-critical applications in the cloud. For enterprises, service providers and government agencies, Virtustream’s xStream® Management Platform and Infrastructure-as-a-Service (IaaS) meets the security, compliance, performance, efficiency and consumption-based billing requirements of complex production applications in the cloud – whether private, public or hybrid.

